



Local Government and Housing Committee

1. (Cross-sector working) Is there any good practice in relation to service users who may be too complex for traditional housing support because of their long-term health and social care needs?

Goleudy operates the ROADS service in Swansea. We offer support and accommodation for people aged 45 and over in Swansea whose lives are affected by substance misuse and complicated by homelessness and long periods of institutional living.

In our range of schemes, our residents have their own bedsit room or self-contained flat complemented by communal environments and on-site support worker liaison. They receive flexible support appropriate to their needs and where support plans are continually reviewed. Staff have good working relationships with partner agencies that specialise in other services.

We provide:

- Support to manage alcohol/substance use addictions
- Harm reduction
- Support with access to health professionals
- Support around daily living skills and managing a tenancy/licence
- A sense of safety and security within their home
- Support to feel they can reach their full potential and meet their aspirations
- Support to maintain meaningful positive relationships
- Support to feel part of the community.

2. What should the future of housing support look like?

The Welsh housing support sector has completed much of the groundwork for creating excellent services. In 2017, the Welsh Government organised for Michele Lancione (then a Professor at Cardiff University) to give an excellent presentation to stakeholders, providing a blueprint for housing first and rapid rehousing. I have attached his paper. In short, his paper is the best hope for what the sector could look like. This led to the launch of the Welsh Government's HF National Principles and Guidance for Wales.

The global evidence for the success of the approach pioneered by Sam Tsemberis in New York is the best hope of combatting the damaging and traumatic effects of homelessness. Sam



came to speak to a group of housing and support professionals in Merthyr in September 2018 (video link <https://youtu.be/2kjmE8Kvp6I?si=T7wKtjHthTAsx1Xz>)

The required services, in addition to HF and Rapid Rehousing, need to encompass models already discussed and a range of preventative services. The increase in these 'tenancy support services' since 2003 has led to a significant sector expansion.

As the need for services has increased, the sector has grown, and more jobs have been created. As the pressure to fill job vacancies grows, the risk to clients increases. Job references and background checks have become more challenging to rely on as a source of helpful information. We would welcome the professional regulation of the sector. This could increase the sector's costs when providers are concerned about finances. However, the safeguarding, well-being and welfare of people who use services must take primacy.

A structured framework consistent across all services funded by HSG would better replace the unnecessarily complex and bureaucratic monitoring currently executed by local authority commissioners. At present, even data collection is inconsistent across the (six) authorities Goleudy operates within.

We hope that the future of the housing sector is professionalised, with providers being required to offer bona fide support models,¹ whose outcomes and results can be measured objectively. It is worth noting that a clinical psychologist pioneered the original HF model within a public health context.

¹ Based on genuine psychotherapeutic models such as 'solution-focused brief therapy', 'motivational interviewing', 'cognitive behavioural therapy'.



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3. The Welsh Government says it wants Housing First to be the default approach for people with high levels of support need. How far away are we from that, and what barriers need to be overcome?

The distance between the current suite of housing first services in Wales and the paper reference in point two is manageable. However, it will require:

- A cultural shift in our thinking (providers, commissioners, housing associations)
- Investment in bricks and mortar
- Investment in support
- Learning from existing models that have proven to work